

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: **Michael P. Lilly**

Confirmation No.: **1577**

Application No.: **09/690,566**

Group Art Unit: **3623**

Filing Date: **October 17, 2000**

Examiner: **Pats, Justin**

For: **SYSTEM AND METHOD FOR  
DETERMINING AND REDUCING CUSTOMER  
SERVICE IMPACT**

Attorney Docket No.: **119645-00103.118**

AMENDMENT TRANSMITTAL

**MAIL STOP FINAL**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: January 21, 2009

Signature: 

Rachel McGuinness

Sir:

In response to the Final Office Action of Non-Provisional Application 09/690,566 dated **August 18, 2008** the following are enclosed:

- ☐ Fee Transmittal Form;
- ☐ Small Entity Status is claimed;
- ☐ \$ \_\_\_\_\_ for filing fee, search fee, and examination fee;
- ☐ \$ \_\_\_\_\_ surcharge in response to the Notice to File Missing Parts;
- ☒ Petition For Two Month Extension of Time Under 37 CFR 1.136(a);
- ☒ Request for Continued Examination;
- ☒ Amendment to Final Office Action dated August 8, 2008;
- ☐ \$ \_\_\_\_\_ surcharge for originally filing a non-English language application;
- ☐ Verified English language translation of the originally filed non-English application; and
- ☐ Other: Petition Under Rule 1.47(a) w/attachments.
- ☐ \$ \_\_\_\_\_ for Petition Fee

Applicants(s) are also submitting the following:

- ☐ Request for Corrected Filing Receipt;
- ☐ An Information Disclosure Statement;
- ☐ Form PTO-1449 (\_\_\_ pages) and Non-Patent Literature reference(s);
- ☐ Priority Document, Application No. filed;
- ☐ Executed Assignment with Form PTO-1595; and
- ☐ \$ \_\_\_\_\_ recordation of Assignment fee.
- ☒ Please charge Deposit Account No. **02-2555** in the amount of **\$1,300.00** in response to the Two Month Extension of Time (Large Entity). Please charge any deficiency or credit any overpayment to deposit Account No. **02-2555**. A duplicate copy of this sheet is enclosed.

Docket No. 119645-00103-118  
Application No.: 09/690,566

PATENT

☒ If these papers are not considered timely filed by the Patent & Trademark Office, then a petition is hereby made under 37 C.F.R. § 1.136, and any additional fees required under 37 C.F.R. § 1.136 for any necessary extension of time may be charged to Deposit Account No. 02-2555. A duplicate copy of this sheet is enclosed.

Blank Rome LLP  
One Logan Square.  
Philadelphia, PA 19103  
Tel: (215) 988-6993  
Fax (215) 832-6993  
Customer No.: 64574

Date: January 21, 2009

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Shawn S. Li', written over a horizontal line.

Shawn S. Li  
Attorney of Record  
Registration No. 58,132

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